CHAPTER 4: TROUBLESHOOTING TIPS

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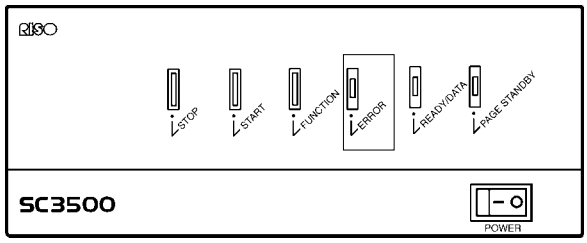
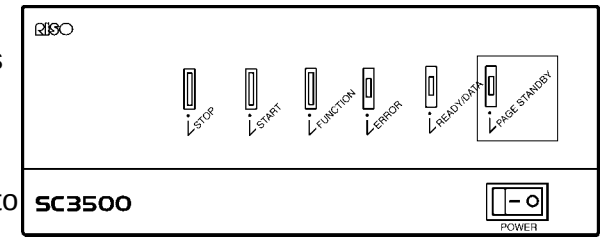
1. Error Indicator on Front Panel

1. If an error or a user's maintenance request ("Replace Master Roll" or "Empty Disposal Box" message) occurs in the Risograph, interrupting its operation, the ERROR indicator on the front panel is illuminated.



(sc35front)

2. When the Risograph becomes ready for operation, the PAGE STANDBY indicator starts flashing, indicating the Risograph is waiting to be restarted.
   There are several ways available for restarting the Risograph, as described below, according to the interrupted operation status.



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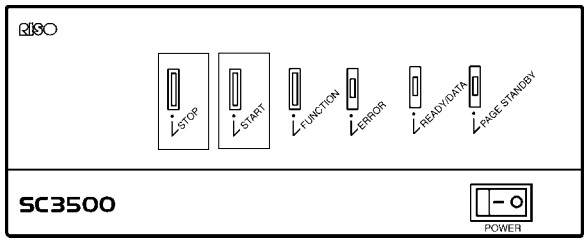
   - **When an error occurred during printing process;**
     > Press the START button (or the I/F key on the Risograph) to keep on printing the current page.
     > Press the STOP button to proceed to make a master for the following page without printing the remaining copies of the current page.



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   - **When an error occurred during master-making process;**
     > Press the START button (or the I/F key on the Risograph) to remake a master for the current page.
     > Press the STOP button to proceed to make a master for the following page without printing the current page.
   - **When a user's maintenance request message, i.e. "Replace Master Roll" or "Empty Disposal Box", was displayed on the control panel of the Risograph after master-making process;**
     > Specify the number of copies required for the current page with numeric keys on the control panel of the Risograph and press the Start key on the Risograph to keep on printing the current page.
     > Press the START button (or the I/F key on the Risograph) to remake a master for the current page.
     > Press the STOP button to proceed to make a master for the following page without printing the current page.

3. The ERROR indicator on the front panel flashes in the following cases;
   > The Risograph is not powered on.
   > The SCII cable is not securely connected between the SC3500 and the Risograph.
   > Another person is using the Risograph off-line.

2. Operation Troubles

1. The READY/DATA indicator doesn't flash even after the print job finishes in the application software.

CAUSE The SC3500 cannot receive print data from a personal computer.

1) The printer cable is not securely connected between the SC3500 and the personal computer.
2) The personal computer's system is not set up for the SC3500, e.g. the [RISO SC3500] printer driver is not selected for the print job in question.
3) The page memory of the SC3500 is filled with the preceding print data and has no space for the print data in question.
   Wait until the print data filling the page memory is output from the SC3500 to the Risograph.

2. The READY/DATA indicator keeps on flashing slowly without any printer's operation even after the print job finishes in the application software.

CAUSE The SC3500 cannot output the print data received from a personal computer to the Risograph while the latter is ready to receive it from the former.

1) The printer cable or LocalTalk cable was removed just after a print job started in the application software. [Printing] is displayed in the Print Manager or "Print queue" dialog box in this case.
   Connect the printer cable or LocalTalk cable and cancel the current print job in the Print Manager or "Print queue" dialog box. Then turn off the SC3500.
2) The print job was suspended by the personal computer's system. [Pause] or [Hold] is displayed as printer status in the Print Manager or "Print queue" dialog box.
   Select the file name in question and click on the [Restart] button in the Print Manager or the [Resume] button in the "Print queue" dialog box to resume the suspended print job.
3) The print job may have been canceled on the way in the application software on the personal computer.
   Turn off the SC3500.
4) The printer settings (paper size, print orientation, printer driver, etc.) in the application software don't match those in the SC3500 printer driver, i.e. the [RISO SC3000 Setup] dialog box. < only on the Windows 3.1 platform >
   Change the printer settings in the application software to make them identical with those in the printer driver or vice versa, and repeat the print job in question from the application software.

3. A print job has been suspended and the PAGE STANDBY indicator is flashing.

CAUSE A "Pause" command was recognized in the SC3500 during the print job and the SC3500 is requesting an instruction on what to do next.

Press one of the following buttons to resume operation according to the suspended condition : START button (or I/F key on the Risograph), STOP button or FUNCTION button.

4. Page image is not centered or is clipped at an edge.

CAUSE The print condition settings are not correct.

1) The paper size setting in the application software or the [Page Setup] dialog box is not identical with the actual paper size on the Risograph.
2) The paper feed direction setting in the [Options] or [Page Setup] dialog box doesn't match the actual one on the Risograph.

CAUSE The print area specified in the application software is beyond the maximum print area of the Risograph.

>Increase the border margins in the application software to contain the page image within the printable area of the Risograph.

CAUSE There is something wrong with the Print drum in the Risograph.

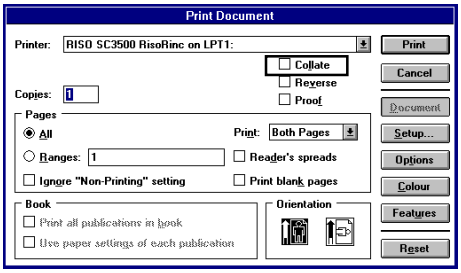
5. A custom paper size registered in the [Paper Sizes Registration] or [SC3500 Paper Editor] dialog box doesn't appear in the [Standard Paper Size] list in the [RISO SC3500 Setup] dialog box or in the pop-up list of the [Paper Type] field in the [Page Setup] dialog box.

CAUSE The [Paper Sizes Registration] dialog box wasn't closed by clicking on the [OK] button, or the [SAVE] button was not selected in the [SC3500 Paper Editor] dialog box before clicking on the [Exit] button

6. Master-making process is repeated for each copy of the idetical page when printing a single page file.

CAUSE The [Collate Copies] check box is checked in the [Print] dialog box in the application software.

If the [Collate Copies] check box is checked, print data is sent to the SC3500 every time the corresponding page is printed on the Risograph, leading the Risograph to make a master in the same times as a specified number of copies.



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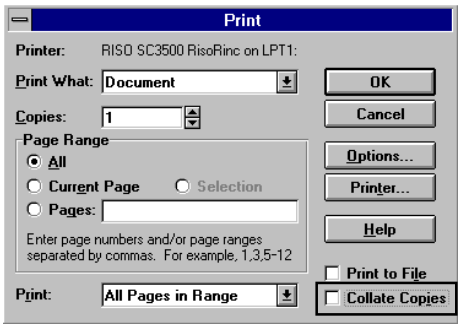

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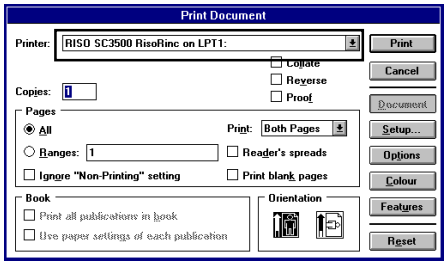
7. A master is made for the following page just after it is made for the current one when printing a multi-page file.

CAUSE The [Collate Copies] check box is checked in the [Print] dialog box in the application software.

If the [Collate Copies] check box is checked, the following page data is not kept in the page memory of the SC3500 until the specified number of copies are printed for the current page but is output to the Risograph, requesting a new master for it, immediately after a master is made for the current one.

8. Certain files cannot be printed or some fonts in certain files cannot be printed properly.

CAUSE The [RISO SC3500 RisoRinc] printer driver was not selected as "Default Printer" in the application software whencreating or printing the files.
Some application softwares create files according to the type of the printer to be used in printing them. If a different printer driver is selected, therefore, strange printer codes are sent to the SC3500, which prevents the files from being printed or some fonts from being downloaded to it.



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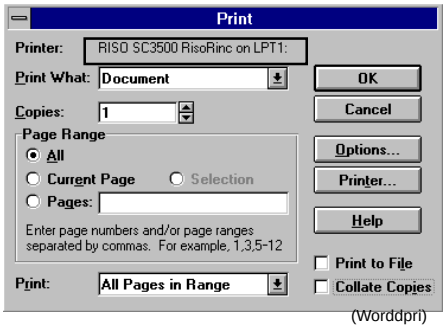

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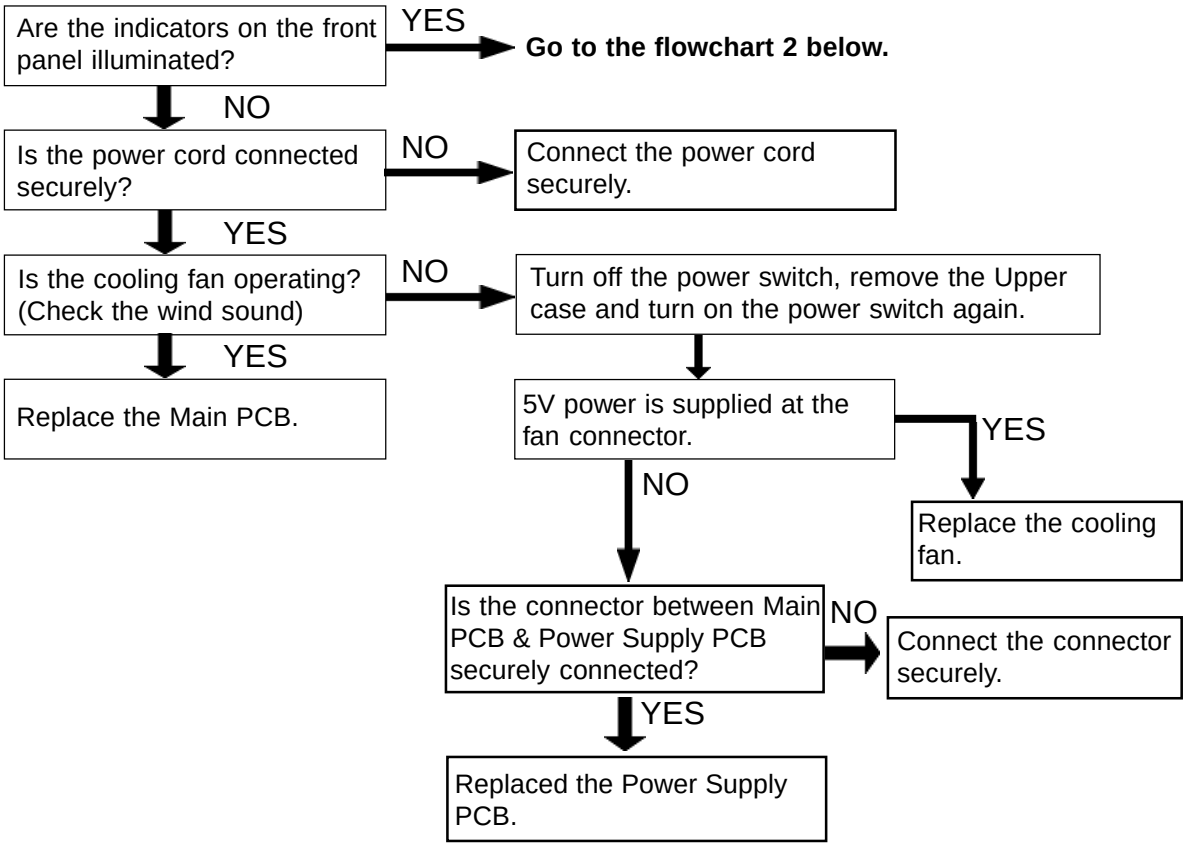
CAUSE A page data of the preceding print job remains in the page memory of the SC3500 because it has been canceled before completed.
In this case, the READY/DATA indicator on the front panel is flashing slowly.
Turn off the power on the SC3500 to clear the remaining page data and then turn it again.

9. The typefaces of some characters in a file printed through the SC3500 are not the same as when it is printed on another brand of printer.

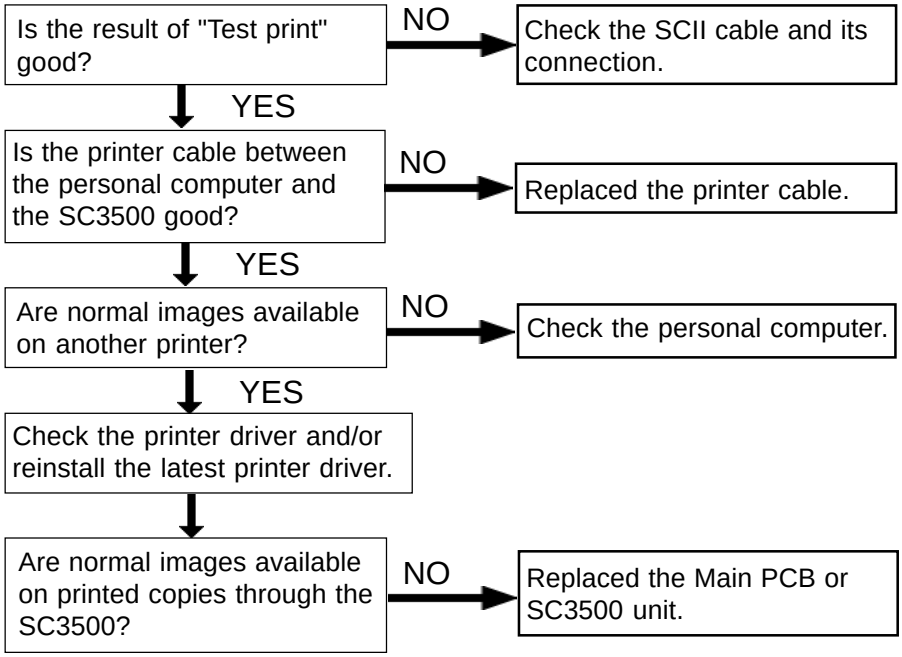
CAUSE The file in question is set to use printer's fonts when being printed.
If the "Use printer's fonts" check box is checked and the printer in use has resident fonts, character codes are output to the printer, in place of bit map data, to use the fonts installed in the printer itself when printing the corresponding file. If the printer has no font installed, like SC3500, in this case, however, the bit map data of the fonts created inside a personal computer is output regardless of selection of the "Use printer's fonts" option.
If the typefaces of the resident fonts are not the same as those created inside the personal computer, therefore, an identical file are printed differently between on the SC3500 and on a printer with resident fonts.

3. Hardware Troubleshooting Flowchart

1. The SC3500 doesn't operate.


Are the indicators on the front panel illuminated?
YES
Go to the flowchart 2 below.
NO
Is the power cord connected securely?
NO
Connect the power cord securely.
YES
Is the cooling fan operating? (Check the wind sound)
NO
Turn off the power switch, remove the Upper case and turn on the power switch again.
YES
Replace the Main PCB.
5V power is supplied at the fan connector.
YES
Replace the cooling fan.
NO
Is the connector between Main PCB & Power Supply PCB securely connected?
NO
Connect the connector securely.
YES
Replaced the Power Supply PCB.

2. Normal images are not reproduced on printed copies.


Is the result of "Test print" good?
NO
Check the SCII cable and its connection.
YES
Is the printer cable between the personal computer and the SC3500 good?
NO
Replaced the printer cable.
YES
Are normal images available on another printer?
NO
Check the personal computer.
YES
Check the printer driver and/or reinstall the latest printer driver.
Are normal images available on printed copies through the SC3500?
NO
Replaced the Main PCB or SC3500 unit.